

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007
PHONE (602) 364-1PET (1738) FAX (602) 364-1039
VETBOARD.AZ.GOV

received
3/5/22

COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: March 5, 2022 Case Number: 22 - 100

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: Dr.Scot Diskin
Premise Name: PAWS - The Modern Spay Neuter Clinic
Premise Address: 20635 N Cave Creek Rd
City: Phoenix State: AZ Zip Code: 85024
Telephone: (602) 795-7297

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: Madison Bassalay
Address: [REDACTED]
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Home Telephone: [REDACTED] Cell Tele: [REDACTED]

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

C. PATIENT INFORMATION (1):

Name: Posty
Breed/Species: Chiweenie
Age: 1 Sex: Male Color: Black

PATIENT INFORMATION (2):

Name: _____
Breed/Species: _____
Age: _____ Sex: _____ Color: _____

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

I'm not sure the name but the Lady at the front desk saw it all go down she will most likely lie for that demon of a "Doctor" cz when i was looking at her for help she just sat there.

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: _____

Date: _____

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

My experience at Paws spay-neuter was anything but pleasant. My appt was at 8am 7/21/21. I drove over 30 minutes to Paws. The "doctor" called my dog's name, we go in the exam room there was no introduction nothing, just felt cold and unwanted. I pick my pup up and put him on the exam table. The "doctor" opened a drawer my pup barked at him, he gave my pup the meanest look I have ever seen on anyone's face and I pull my pup toward my chest and said "I'm sorry" he rolled his eyes turned around walked out and slammed the door, SO HARD! I couldn't believe what I just witnessed, as I'm trying to process what the heck just happened the "doctor" came back, I ask very calmly and respectfully "are you the nurse or the doctor?" he says, "I'm the doctor" I said "you are the doctor and you get mad at my puppy for a bark, you roll your eyes and slam the door with all your might and scare my puppy even more!" He proceeded to get angrier and threw his clipboard down and screamed "GET OUT!" I said "what no way, why?" I am still calm because I am absolutely puzzled by how I am getting treated. It was the most unprofessional encounter I have ever been in. I asked him again "why, sir,?" all I did was ask him why he acted like that and he said that I "offended him" I said "how did I offend you?" He didn't answer me and screamed "GET OUT!" then looked at the front desk lady and told her to call the cops, of course she didn't because there was no reason to. So I asked again "why did you act like that sir? " He screamed "how would you feel starting off your day with a dog barking" I said "sir, he's a puppy, he's scared this is a new place, new people" he screamed "well do you ever take him anywhere?" Then screamed "LEAVE!!!!" I felt like I was in the twilight zone. I'm glad he showed his true colors and kicked us out, who knows what kind of hell he would have put my baby through. On their website it says that it's a priority to make their customers feel comfortable and welcome which is a total lie. I should be able to sue them that's false advertisement. I was going through the reviews and there are a lot of reviews similar to mine, they have been doing this for years this needs to stop. And instead of helping the people that leave the bad reviews they lie and say "we could not find this name in our records" or they make up things like the dog was lunging at them or something like that, they never take responsibility for their actions. I can't wait to see what they're gonna say to this comment, a bunch of lies most likely, that's their track record. I'm going to look up every single person that left a bad review and send them the link to report Dr.Scot.Diskin and his crew to the Royal College Of Veterinarian Surgeons. They will regulate the professional conduct of vets and will investigate your complaint. For anyone else that has had these problems with Paws please go and make a complaint against them they need to be stopped. There are allegations of them leaving the animals in cold metal cages with no blanket nothing sending them home covered in urine and feces. They even threw the leash at a pet owner and said "done" Then their response to the reviews insinuating that these people are lying. Why would anybody go and leave a review and make up a story like this about a place they never been? I don't think so! It's truly terrifying knowing that they have animals in there. You know as a veterinarian, you would think that he would have compassion and care for the animals and understand that what they're going through is not an easy for the pet and owner and for the "doctor" to treat you and your pet that way he did us is uncalled for. Dr.Scot.Diskin needs to be let go from this practice there is absolutely no reason for ANYONE to get treated this way! If "the dr" is not happy working with animals then get another job. Dear lord please provide protection for those innocent animals that come into contact with Dr. Scot.Diskin Amen.

Scot F. Diskin, DVM
PAWS - The Modern Spay Neuter Clinic
20635 N. Cave Creek Road, A-2
Phoenix, AZ 85024
Phone: (602) 795-7297
Fax: (602) 324-0816

3/17/2022

Arizona State Veterinary Medical Examining Board
1740 W Adams St
Phoenix, AZ 85007
Phone: (602) 364-1-PET (1738)
Fax: (602) 364-1039

Re: Complaint 22-100

Board Members,

Here is the requested materials

- **Narrative**

The appointment was scheduled for Wednesday, July 21st, 2021, almost a year ago. The staff sent me an interoffice instant message that Posty was ready. With my name tag on, I came out to the lobby and called out "Let's take Posty in a room". I introduced myself, and asked the owner how they were doing this morning. This is standard operating procedure, and I do this several times a day.

The dog was standoff-ish. So, I asked Ms. Bassalay to pick up Posty, and as she put him on the exam table he snapped at me several times. As I backed away, I told the owner that we were going to need a muzzle and exited the door. Our doors are solid wood doors for noise reduction, and may close heavy, but I definitely didn't slam the door since it opens into the room.

Upon returning to the room with the muzzle, Ms. Bassalay quite rudely demanded that I explain why we needed a muzzle and why I slammed the door. Her sudden change of attitude was off putting, and I wasn't sure what she was actually asking for. So, I politely asked her to clarify. With more volume and contempt, she repeated her demand that I explain why we needed a muzzle and why I slammed the door.

To start, I addressed the fact that Posty tried very hard to bite me, and we could not safely handle him without a muzzle. Ms. Bassalay vehemently denied the dog's aggressive behavior, and said he only barked at me. Given this sharp, aggressive reaction, I deemed it best not to create a client patient relationship. Given we were off to a bad start, I informed her that we would not be performing surgery on the pet. She asked with some confusion what I meant. So, I expressed to her that given she was not comfortable with me, and didn't want to muzzle the pet, that we were not going to provide further services.

It was at this point Ms. Bassalay became very loud and combative. She demanded that we perform the procedure. At which, I responded we are not going to do the surgery, and that she needed to leave. She made a minimal attempt to apologize, but then demanded to speak to the owner. When I informed

her I was the owner, she just got more enraged. I held open the door to the lobby, and told her she needed to leave. She refused!

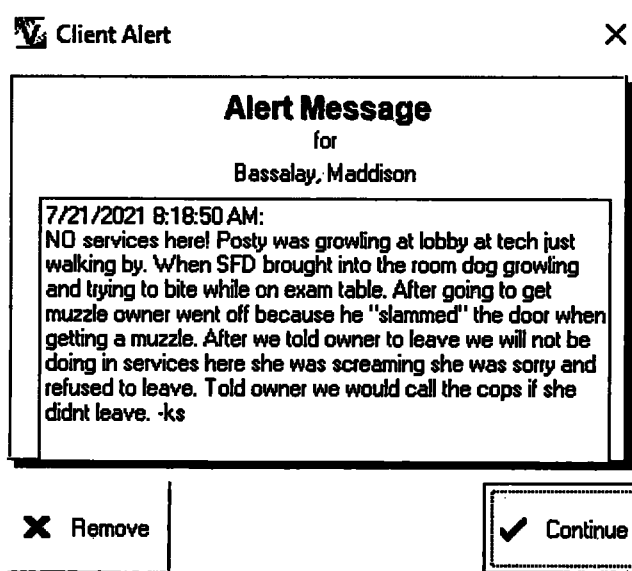
With her continuing to scream, I entered the lobby to buffer my staff, and waited. She had not moved; so, I poked my head in and told her she needed to leave. She yelled at me, and it was at this point I told her to get out.

It was then that she came into the lobby screaming and yelling profanities and personal insults about me, my height and my genitalia. I repeated a few more times sternly to get out. In her belligerent state, I knew I could do no more, and may have been the focus of her rage. Then, I instructed my hospital manager, who was managing the front desk alone due to the commotion, to call the police if she did not leave, and I walked off. She finally left in a storm of expletives.

My hospital manager immediately entered the following notes on the "client's" record screen.

7/21/2021 8:18:50 AM:

NO services here! Posty was growling at lobby at tech just walking by. When SFD brought into the room dog growling and trying to bite while on exam table. After going to get muzzle owner went off because he "slammed" the door when getting a muzzle. After we told owner to leave we will not be doing in services here she was screaming she was sorry and refused to leave. Told owner we would call the cops if she didnt leave. -ks



- There are NO...Medical Records, Transcript(s), or other medical documents
- Include the names and contact information for anyone else that may have information pertaining to the case.

Kristy Strickler, Hospital Manager
20635 N Cave Creek Road, Phoenix, AZ 85024
602-795-795-7297
(Real time Statement Above)

DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

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INVESTIGATIVE DIVISION REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: Investigative Division

RE: Case: 22-100

Complainant(s): Madison Bassalay

Respondent(s): Scot Diskin, DVM (License: 3781)

SUMMARY:

Complaint Received at Board Office: 3/5/22

Board Discussion: 4/20/22

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018
(Lime Green); Rules as Revised
September 2013 (Yellow).

On July 21, 2021, "Posty" a 1-year-old male Chiweenie was presented to Respondent for a pre-surgical exam. A verbal altercation took place and Respondent had Complainant leave before the dog was examined.

PROPOSED 'FINDINGS of FACT':

1. On July 21, 2021, the dog was presented to Respondent for a pre-surgical exam. According to Complainant, Respondent escorted her to the exam room and did not introduce himself. She placed the dog on the exam table and the dog barked. Respondent immediately became upset, rolled his eyes and left the room slamming the door. When Respondent returned, Complainant asked why he was so upset that her dog barked, leading him to roll his eyes and slam the door, further scaring the dog. Respondent threw his clipboard on the table and yelled at Complainant to get out. Complainant asked why; Respondent continued to tell her to leave and threatened to call the police.
2. According to Respondent, when notified by staff that the dog was ready to be seen, he escorted Complainant and the dog into an exam room. He introduced himself and asked Complainant to place the dog on the table as he was standoffish. The dog snapped at Respondent several times, therefore he explained to Complainant that they needed a muzzle and left the room to get one. The doors are solid wood for noise reduction and may close heavy; Respondent stated he did not slam the door.
3. When he returned with a muzzle, Complainant asked why they needed a muzzle and why he slammed the door. He explained that the dog tried to bite and could not be safely handled without the muzzle. Complainant denied the dog attempted to bite, stating that he only barked at Respondent. Respondent informed Complainant that they would not be performing the surgery – when Complainant asked why, he stated that she did not trust him, and did not want to muzzle the pet therefore they would not be providing further services.
4. Complainant became loud and combative, demanding that they perform the procedures. Respondent said they would not be performing the surgery and asked her to leave. Complainant became angrier and refused to leave. Respondent instructed the hospital manager to call the police if Complainant did not leave. Complainant eventually left.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

TR

Tracy A. Riendeau, CVT
Investigative Division